

OBSERVATION REPORT # 62 - REVISED

KPMG Consulting did not receive numerous responses on pre-orders during volume testing.

Issue

KPMG Consulting submitted numerous pre-order transactions during the four days of volume transaction testing. These transactions were projected to occur across the Verizon-NJ region in early 2001. KPMG Consulting expected to receive responses for all submitted preorders. However, KPMG Consulting received responses on 98.9 percent of the 37896 submitted pre-orders.

Table 1 summarizes the number of the submitted preorders as well as the number of missing response during the four days

Days	Pre-Order Transaction Type	Number Submitted (A)	Missing Responses (B)	% of Missing Responses (B/A)
10/10/00	Address Validation (ADR)	605	1	0.17%
	Customer Service (CSR)	5876	7	0.12%
	Schedule Inquiry Availability (DDA)	714	0	0%
	Directory Listing (DLR)	517	0	0%
	Loop Qualification (LQB)	172	0	0%
	xDSL Loop (LXR)	694	0	0%
	Feature & Service (PSA)	202	0	0%
	Total	8780	8	0.9%
10/12/00	Address Validation (ADR)	888	8	0.9%
	Customer Service (CSR)	8616	151	1.8%
	Schedule Inquiry Availability (DDA)	1048	12	1.1%
	Directory Listing (DLR)	764	13	1.7%
	Loop Qualification (LQB)	253	2	0.8%
	xDSL Loop (LXR)	1016	14	1.4%
	Feature & Service (PSA)	296	10	3.4%
	Total	12881	210	1.6%
10/17/00	Address Validation (ADR)	605	4	0.7%
	Customer Service (CSR)	5876	38	0.6%
	Schedule Inquiry Availability (DDA)	714	9	1.3%
	Directory Listing (DLR)	517	3	0.6%
	Loop Qualification (LQB)	172	113	65.7%
	xDSL Loop (LXR)	694	8	1.2%
	Feature & Service (PSA)	202	2	1.0%
	Total	8780	177	2.0%
10/20/00	Address Validation (ADR)	514	0	0%
	Customer Service (CSR)	4988	1	0.02%
	Schedule Inquiry Availability (DDA)	605	0	0%
	Directory Listing (DLR)	441	1	0.2%
	Loop Qualification (LQB)	147	0	0%
	xDSL Loop (LXR)	588	0	0%
	Feature & Service (PSA)	172	0	0%
	Total	7455	2	0.03%
	Grand Total	37896	397	1.05%

Table 2 summarizes the total missing pre-order type for all four days:

Preorder Type	Number of Missing Reponses (A)	% (A/B)
ADR	13	3%
CSR	197	50%
DDA	21	5%
DLR	17	4%
LQB	115	29%
LXR	22	6%
PSA	12	3%
Total (B)	397	

Note: System Support Help Desk Trouble Ticket #138008 was sent to address this issue.

Assessment

Verizon's inability to provide pre-order responses may affect CLEC's ability to provide service to customers.